



**IMPORTANT: PLEASE READ BEFORE RETURNING PRODUCT!**

## **WE WANT TO HELP!**

If you are having problems installing or using your product, our support team can help you handle any technical issues you may have. They can help with troubleshooting, talk you through product and software installation, and help with spare and replacement parts.

### **VISIT OUR WEBSITE:**

Please visit **[www.ionaudio.com](http://www.ionaudio.com)** for:

- Troubleshooting Guides
- Video Tutorials
- Software Updates
- Driver Updates
- Product Manuals

On the website, click on "Products" to find and select your product. On that product's page, click the "Documents & Downloads" tab to check for any software updates, manuals, etc.

#### **ATTENTION!** **WINDOWS 7 & VISTA USERS:**

*If your product came with EZ Vinyl/Tape Converter, please download the latest version of the software from **<http://www.ionaudio.com/ezvc>***

### **E-MAIL SUPPORT:**

You can contact our customer support team by e-mail. We'll be happy to help you get up and running as quickly as possible!

- Visit **[www.ionaudio.com/supporthome](http://www.ionaudio.com/supporthome)** to get started!

### **CALL:**

#### **Before you call:**

- Please have your product and its documentation with you.
- If possible, have your product powered on and running.

#### **US Customer Support: 401-658-3743**

- Monday – Friday (except holidays): 8:30 am – 6:30 pm EST

#### **United Kingdom Customer Support: 01252 896 080**

- Monday – Thursday (except holidays): 9:00 am – 6:00 pm GMT
- Friday (except holidays): 9:00 am – 5:00 pm GMT